

# COVID-19 Community Team Outreach Tool

## CCTO Access and Navigation



The COVID-19 Community Team Outreach Tool (CCTO) is a web-hosted software program used to work with people who have tested positive for COVID-19 and those who have been in contact with them.

CCTO is used by contact tracers, case investigators, and other staff to record and monitor contact information and symptoms, track key dates, and record resource needs. Recently, the Tool has also become a valuable resource for the notification and monitoring of cases alongside NC COVID, which is the official tool for tracking case data.



### — IMPORTANT RESOURCES —

Resource	Explanation	Where can I find it?
AHEC Webinars Page	Houses all recorded CCTO live trainings and micro-trainings	<a href="#">Link to AHEC</a>
Communicable Disease Manual	List of all existing contact tracing process support, resources, and CCTO Job Aids	<a href="#">CD Manual</a> , <a href="#">CCTO Job Aids Page</a> , <a href="#">Help Desk Job Aids Page</a>
CCTO	Software program used to for Contact Tracing and Case Investigating processes related to COVID-19	<a href="#">UAT</a> and <a href="#">Prod</a>
CCTO Glossary	A one-stop document with definitions for all CCTO fields, sections, tabs, and functionalities	<a href="#">Glossary</a>
CCTO FAQs	Lists all Frequency Asked Questions for all things CCTO and for Contact Tracing processes	<a href="#">FAQs</a>
ServiceNow	Users can submit tickets to the ServiceNow portal for all CCTO support (see <i>help desk job aids</i> above)	<a href="#">Set Up</a> ( <i>first-time users only</i> ) and <a href="#">Portal</a>

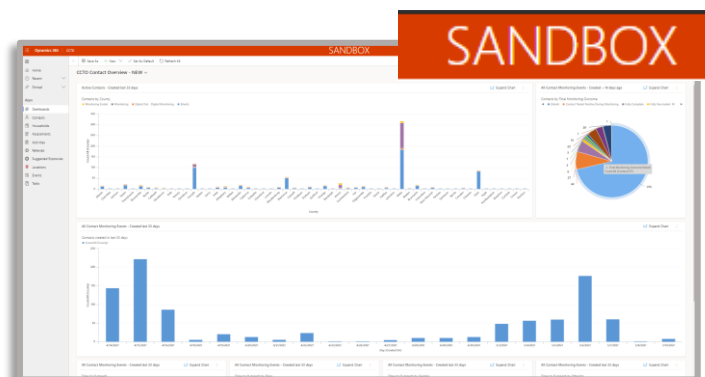


### — PROD and UAT —

There are two CCTO websites with distinct purposes and capabilities: **UAT and Prod**.

**UAT** (User Acceptance Testing), also known as the **CCTO Sandbox** or practice system, allows you to create and edit contacts for practice, training, and testing. Real contact information should never be entered in UAT.

**Prod** (or “Production”) is the live system for entry of real contact information protected by HIPAA, and it should never be used for testing.



Sandbox/UAT always displays the “Sandbox” sticker, while Prod does not. Remember that only Sandbox should be used for practice.

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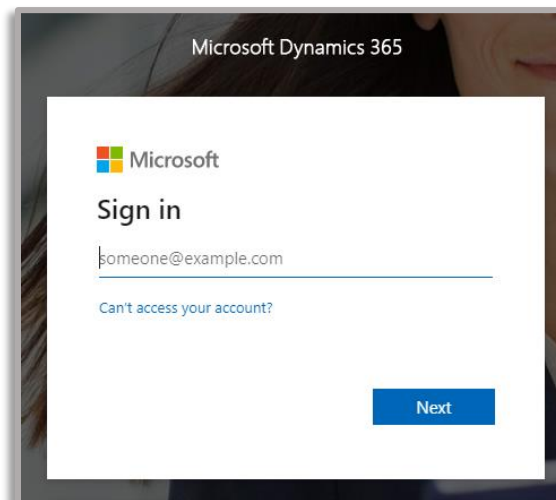


### ➔ — ACCESSING CCTO

#### To log into CCTO:

1. Navigate to the tool you would like to access ([Prod](#) or [Sandbox](#)).
2. Log in with your credentials:
  - If you have an email ending in nc.gov, log in using your current credentials.
  - If you do *not* have an NC email, the format of your username will be YOURNCIDUSERNAME@nc.gov. (If your NCID is 'jsmith12', you will log in with 'jsmith12@nc.gov'.)

If you experience issues logging in, click "Sign Out" and open the tool in an incognito window or in a new browser (e.g., Chrome, Firefox) where you are not signed in to any other Microsoft applications. Check the [job aid](#) if you continue to experience issues.



If you are a first time user, visit this job aid for information on how to [set up your NCID](#).

### 🔍 — NAVIGATING CCTO

Once you are logged in, you will see a series of dashboards about the existing contacts in the system. **Use the navigation tabs at the left to access and monitor contact information:**

- Dashboards
- Contacts
- Households
- Assessments
- Activities
- Referrals

For a thorough overview of all of these tabs and all fields and functionalities in CCTO, please view the [CCTO Glossary](#). For a list of all job aids, visit the [CD Manual](#).

